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05 Feb 04

MEMORANDUM

From: Chairman, Information Systems Executive Board, Naval Dental Center, Southwest

To: Commanding Officer, Naval Dental Center Southwest

Subj: ISEB MEETING FOR 05 FEBRUARY 2004

Encl: (1) ISEB Meeting 04Feb04 Advanced Notes
(2) NHCNE-NDCNE Additional General and Specific Provisions

1. The subject meeting was called to order at 1400 05 February 2004. The following members were in attendance:

CAPT Deuring	CAPT Vacek	Ms. DeMars	IT1 Opsteegh
CAPT Bobroff	LCDR Bernard	Ms. Farralles	

2. Discussion focused on purchasing additional tape backup licenses, server rack, portable air conditioner, upcoming IM/IT Medical Dental merger, moving web presence to NMO site, progress on contingency planning and DENCAS Remote installation status. Details in enclosure (1).

3. The purchases were approved as follows:

Ten tape backup licenses approved pending funding	\$1500
Server rack is approved pending funding, but enhancements are not	\$1900
Portable air conditioner is approved to be funded by MID OPTAR	\$450

MID will review available MID OPTAR and let XO and Comptroller know of available funds to pay for tape backup licenses and server rack.

4. A subcommittee will be formed for the purposes of investigating the IM/IT Medical Dental Merger. Committee members are CAPT Bobroff, LTJG Kraft, and Ms. DeMars. Information regarding this topic will be discussed in the Navy portion of the HIMSS conference in February, thus the committee will hold its first meeting in March. A copy of the proposed April 2004 merger in Northeast is enclosure (2).

5. MID will explore the move of both NDCSW web sites to NMO. There is a command check-in feature for new employees.

6. Contingency plans are written for the 12 servers and 3 message traffic computers. Next MID will be writing and executing test plans. ISEB asked MID to prepare a contingency plan for Continuity of Operations (COOP) if required to re-establish MID server room in new location in case of disaster.

7. DENCAS Remote is now installed in all clinics except China Lake and Hueneme. BDC China Lake does not have a computer at the front desk where the patient encounter is and it would be awkward to leave the patient to set up an appointment. At Hueneme location, the system won't run DENCAS Remote and needs the operating system reloaded. MID will send a

ready to use hard drive to Hueneme and they will transfer the user data from existing hard drive. MCRD has DENCAS Remote installed but not for scheduling purposes. At MCRD, the staff patient encounter is by a Marine-owned PC. There is no Navy-owned computer at the staff front desk.

8. The meeting was adjourned at 1530.

Submitted by:


L.A. DE MARS

Reviewed by:


W. N. DEURING
CAPT, DC, USN

Approved Disapproved


J. W. KIRBY
CAPT, DC, USN

Comments:

ISEB Meeting 04 Feb 04

Advanced Notes

Additional Tape Backup Licenses Needed	
Servers Currently Backed Up to Veritas	Servers Proposed to be Backed up to Veritas
Exchange	EASIV
Server1(DENCAS R-NAVSTA)	Intranet Web
Server01 (Public)	Dimaxis (MCRD Pano)
Server02 (Print)	SDI (MCRD in processing)
WebMail OWA	DENCAS Remote-NASNI
	DENCAS Remote-NAB
	DENCAS Remote-FISC
	DENCAS Remote-ASW
	DENCAS Remote-Subase
	DENCAS Remote-MCRD
Additional Licenses Needed	10@ \$150 each = \$1500

DENCAS Remote backup files are small, but extremely vital in case of catastrophic failure. EASIV, Intranet, Dimaxis, and SDI have alternate backup schema at present, but using Veritas is automated, scheduled, reliable, and not on same computer as the working data. Existing tape backup device has capacity to backup these additional essential files.

Server Rack	
Basic Rack	2000
Rack Enhancement - UPS, folding monitor console, 8 port Keyboard/video/mouse switch, cables	3300
Server Rack funding needed	\$5300

This is a lockable cabinet to house rack-mounted servers. Current industry standard is rack-mounted servers vice a server farm. Basic rack cabinet will house minimum of eight rack-mounted servers. Basic rack can be usable without the rack enhancement; however, it would be extremely awkward with large monitors, keyboards, and mice dangling all over. Request the purchase of basic rack and enhancement.

Portable Air Conditioner for Server Room		
Sunpentown WA-1200E	12000 btu cooling, 2 speed fan, programmable thermostat, directional discharge louvers, 5 ft exhaust hose	Cost: \$430
Air Conditioner Funding Needed		\$430

Currently, the server room, R1-8a, is out of standard for heat and humidity. Additional cooling and dehumidification is required for this critical space. The requested air conditioner is a portable unit and no construction build-out is required. Exhaust would be directed into normal out flow ventilation. Server room currently has both in and out flow ventilation vents as part of the overall building heating and cooling system, but the current cooling capacity is inadequate for the twelve heat-producing servers located in this room.

IM/IT Medical Dental Merger		
1. Potential Gains	2. Potential Losses	3. NDCSW Expectations
NMCSD uses SMS to push software updates	Possible loss of in-house readily available NDCSW staff	_____ turn around on trouble tickets
NMCSD uses roaming profiles user files are on server, backed-up, and available from any PC	Possible loss of control when systems are no longer in NDCSW custody	Management of _____ servers also at NMCSD? EAS4, Exchange, OWA, FastData, SPMS
NMCSD has access to technical resources and expertise not in NDCSW capacity	Potential funding cut?	Management of _____ servers for dental only? Dimaxis, SDI, DENCAS Remote servers
Consolidation of functions may have an overall \$\$ savings for claimancy		IT Security—DITSCAP, security patches, anti-virus, inventory
		Message traffic would be NDCSW managed?
		Public Web Server
		Intranet Web Server
<u>Question 1:</u> What about NDCSW DTFs on NH Lemoore network? Fallon, Lemoore		
<u>Question 2:</u> What about NDCSW DTF not currently on a medical network? Monterey, Huemene/Mugu, China Lake		
<u>Question 3:</u> Who owns assets (PC, monitor, printer, network switches, servers, etc) and who pays for repairs/replacement.		

Moving NDCSW Website to NMO Website	
Questions	Answers
How would we update info?	Upload files via web with special login
How to recover from loss?	
Which web server is under consideration?	
Advantages	
No hardware maintenance.	
No security liability.	
Disadvantages	
Many BUMED eggs in one basket. Server goes down, they all go down.	
Invisible from google search	
Backup/recovery	
Goal	
State the goal of moving NDCSW web site to NMO	

Contingency Plans

MID is writing contingency plans for all 15 NDCSW servers and message traffic machines. Basic plans have been written. Next is writing Test Plans for each. Third is testing the test plans. MID personnel not familiar with the system will be performing the recovery procedures. Contingency plan book is available for review in MID office.

Once above procedures are completed, the DENCAS Remote computers at each DTF will be addressed with a contingency plan and test.

Additional contingency plans need to be developed for network switches and centralized tape backup system.

DENCAS Remote 2.1 Installation Update

DENCAS Remote Installation Status			
Version 2.1			
Last Updated: 04 Feb 04			
Clinic	DENCAS Remote Installed (Y/N)	Multiple Stations	Issues
ADL			
ASW	Y	Y	None
China Lake	N	N	Needs 2.1 upgrade Need PC at front desk 1st
El Centro			
Fallon	Y	N	None
FISC	Y	N	None
Headquarters			
Hueneme	N	N	Not usable library error
Lemoore	Y	Y	OK at both clinics
MCRD	Y	Y	None
Monterey	Y	N	None
Mugu	Y	N	None
NAB	Y	Y	None
NASNI	Y	Y	None
NAVSTA	Y	Y	None
SIMA			
Subase	Y	Y	None

NHCNE-NDCNE ISSA Additional General and Specific Provisions

CATEGORY OF SUPPORT	NHCNE Shall:	NDCNE Shall:
Network & Computer Services (Reimbursable)	<p>(a) Help Desk: Provide help desk support in response to trouble calls. NHCNE support for NDCNE will be consistent with, or better, than current standards/timeframes.</p> <p>(b) Equipment Management:</p> <ul style="list-style-type: none"> - Assume responsibility for and maintain AIS hardware and software inventory per MHS/BUMED directives. - Maintain, support, repair and manage life cycle of all NDCNE AIS's and IT equipment (i.e. Blackberry's and licenses, VTC, etc) within funding guidelines and constraints. - Replace equipment in accordance with MHS/BUMED/NMIMC guidelines within funding guidelines and constraints. Ensure compatibility of replacement equipment with dental systems. - Meet any new NDCNE IT requirements within funding guidelines and constraints. <p>(c) Security:</p> <ul style="list-style-type: none"> - Meet all information assurance vulnerability requirements, including the DoD Information Technology Security Certification & Accreditation Process (DITSCAP) and Information Systems Security Manager (ISSM) duties. - Notify NDCNE Commanding Officer of AIS Security violations. <p>(d) HIPAA: Ensure systems level compliance with HIPAA.</p> <p>(e) Disaster Preparedness: Maintain a disaster recovery plan in the event of equipment failure or data loss.</p> <p>(f) Network:</p>	<p>(a)</p> <ul style="list-style-type: none"> - Provide access to and train NHCNE helpdesk personnel so they can manage NDCNE intranet trouble ticket submissions. - Use clinic ISSOs prior to submitting trouble calls. <p>(b)</p> <ul style="list-style-type: none"> - Transfer all IT equipment to NHCNE and remove from NDCNE DPAs program upon completion of transfer. - Provide funding based on an historic 5-year IT spending average as determined with consultation between NDCNE, HSO-Norfolk and Comptroller, NHCNE. Funds will be provided via HSO-Norfolk. NDCNE will serve as hand receipt holder for equipment located in dental spaces and will be responsible for the custody, physical security and use of that equipment. <p>(c)</p> <ul style="list-style-type: none"> - Use established NHCNE procedures to report security violations. - Maintain appropriate local instructions/directives to reflect responsibilities of NHCNE. <p>(d) HIPAA: Ensure compliance with HIPAA requirements.</p> <p>(e) Provide personnel to assist IT personnel with physical relocation of equipment located in Dental sites as deemed necessary during disasters.</p> <p>(f)</p>

Enclosure (2)

NHCNE-NDCNE ISSA Additional General and Specific Provisions

	<ul style="list-style-type: none"> - Be responsible for maintenance and operation of NDCNE network. Local area network (LAN) and connectivity to NDCNE-specific servers (FASTDATA, WINATOS, EAS-IV, & SPMs) will be maintained at all times, except for planned downtime and unforeseen problems. - Maintain responsibility for installing new drops or relocating existing network drops within funding guidelines and constraints. 	<ul style="list-style-type: none"> - Turn over network and related equipment to NHCNE who will be the responsible physical property holder.
	(g) Servers: <ul style="list-style-type: none"> - Manage all NDCNE servers. Maintain, upgrade and back-up per DoD and MHS standards/requirements within funding guidelines and constraints. - Maintain network connectivity at current levels or better. 	(g) Assist with server relocation to NHCNE as necessary.
	(h) DDSA (DENCAS): Support the Defense Dental Standard Application (currently DENCAS) at current levels or better.	(h) DDSA (DENCAS): Identify personnel and maintain training for functional administration of Defense Dental Standard Applications.
	(i) CHCS: Provide access, support and maintenance for the NHCNE CHCS Program for appropriate NDCNE staff except for NNMC Bethesda co-located clinics (BDC Lakehurst, BDC Earle, BDC Willow Grove and the NAVICP Annex).	(i) Provide a list of locations and personnel requiring CHCS access.
	(j) Internet & Intranet: Design, maintain, upgrade and manage database for NDCNE internet and intranet sites within funding guidelines and constraints.	(j) Provide personnel to develop & update intranet and internet content.
	(k) Windows 2000: Provide all hardware, software, and administrative support for Windows 2000 Active Directory deployment.	(k) Provide information, and guidance for AIS desktop image for all NDCNE workstations. Provide required organizational structure information.
	(l) On-site Support: Provide on-site support for all NDCNE sites including BDC Saratoga Springs, BDC Earle, BDC Lakehurst, and BDC Willow Grove as required.	(l) Provide access to spaces as required.
	(m) Liaison with NDCNE Executive Staff: Provide IT staff member with appropriate skills and competencies who will: <ul style="list-style-type: none"> - Attend monthly ESC meetings, one annual goal 	(m) Provide a seat on the NDCNE ESC.

Enclosure (2)

NHCNE-NDCNE ISSA Additional General and Specific Provisions

	<p>planning session (about 3 days in Aug/Sept) and weekly CO's Brief</p> <ul style="list-style-type: none"> - Provide appropriate training to branch directors and SELs at quarterly Policy Council Meetings (PCM). - Be readily accessible to discuss IT issues with executive staff. 	
(n)	<p>Staffing: Integrate NDCNE requirements into NHCNE staffing plan.</p>	<p>(n) Provide funding via HSO-Norfolk for one GS-12 IT Specialist and one GS-09 IT Specialist. Amount will be prorated if the agreement goes into effect at a time other than beginning of FY.</p>
(o)	<p>Message Traffic: Coordinate technical issues with appropriate SPAWAR support staff.</p>	<p>(o) Retain custody of all DMS related equipment. Maintain functional responsibility to send, receive and distribute message traffic.</p>
(p)	<p>Review: Review this agreement annually prior to the end of the FY and make necessary amendments if both parties agree to them.</p>	<p>(p) Review this agreement annually prior to the end of the FY and make necessary amendments if both parties agree to them.</p>